



UNITED STATES MARINE CORPS

MARINE CORPS LOGISTICS BASE

ALBANY, GEORGIA 31704-5000

BO 4855.7A

808

B160

29 Nov 89

BASE ORDER 4855.7A

From: Commanding General
To: Distribution List

Subj: PRODUCT QUALITY DEFICIENCY REPORT (PQDR) PROGRAM

Ref: (a) MCO 4855.10A
(b) MCO 4855.5E
(c) MCO 4855.2D
(d) BO 5230.6A (NOTAL)
(e) BO P4855.8
(f) BO 4400.62
(g) MCO 4105.2
(h) BO 5230.4A (NOTAL)
(i) SECNAVINST 5212.5B
(j) MCO 5210.11D

Encl: (1) Definitions
(2) Quality Deficiency Action Request
(3) Marine Corps Quality Deficiency Information System
(MCQDIS)
(4) Monthly Distribution of the MCQDIS Report

1. Purpose. To establish the program, instructions, and procedures for the submission of Product Quality Deficiency Reports (PQDR) by MCLB's, Albany and Barstow; to assign tasks for processing PQDR's; and to ensure proper corrective actions are taken to preclude further production or issuance of defective materiel through the evaluation and resolution of reported defects pertaining to the design of products acquired, received, stored, repaired, rebuilt, modified, fabricated, or issued by the DoD and the General Services Administration (GSA).

2. Cancellation. BO 4855.7.

3. Summary of Revision. This revision adds clarity to the previous order. The format used herein provides a comprehensive breakdown of the procedures and responsibilities, and delineates the functions as they relate to standard reporting and processing criteria. Due to reorganization and realignment, Directorates have been established to administer to both MCLB, Albany and to MCLB, Barstow. Paragraph 4 under Action has now been placed under paragraph 9. Where the communications were under the Director, Facilities and Services Division (Code 575), it is now under the Communications/Electronics Office (Code 175). The Deputy Chief of Staff for Operations (P803) Screening Point is now the Performance

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(1) Determining the severity and impact of discrepancies and, as appropriate, purging the deficient materiel from the supply system.

(2) Determining the cause of the deficiency.

(3) Determining responsibility.

(4) Initiating action to prevent recurrence of the deficiency.

(5) Undertaking appropriate recovery actions.

d. Follow-up action will include issuing instructions for the disposition or replacement of the deficient materiel to the extent necessary or practical.

e. Reference (b) covers procedures and format for the reporting of product quality deficiency data between DoD components. Reference (a) requires the submittal of a Naval message for Category I PQDR's to the CG (Code 808) MCLB, Albany, Georgia 31704-5000. Category I PQDR's generated by MCLB, Albany, activities will be reported on Standard Form (SF) 368 and forwarded expeditiously to the EDLO (Code 808).

f. An SF 368 is to be submitted for Category II PQDR's as required by reference (a).

g. Timely reporting of a deficiency by MCLB's, Albany and Barstow, is paramount. Such action can eliminate hazards to personnel, preclude the purchase of additional deficient items, prevent the manufacture or issuance of deficient materiel, facilitate the inclusion of technical direction in supporting publications, and protect the Marine Corps interest under warranty programs.

h. PQDR's will be submitted within the time frames specified in reference (a).

i. Category I PQDR's originated by MCLB, Albany, activities will be submitted on an SF 368 and forwarded to the EDLO (Code 808) by special messenger.

j. Category I PQDR's originated by MCLB, Barstow, activities will be submitted to the CG (Code 808) MCLB, Albany, Georgia, by Naval message and followed up by an SF 368 referencing the Category I message date-time-group.

k. An SF 368 will be used to report all Category II PQDR's and follow-up warranty reports.

l. The screening point will forward copies of completed PQDR's to appropriate divisions, major commands, and other services/agencies

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Officer-in-Charge Base Motor Transport Marine Corps Base Camp Smedley D. Butler FPO Seattle, WA 98773-5001	1	Microfiche
Commander (AMSTR-QX) U.S. Army Troop Support Command 4300 Goodfellow Boulevard St. Louis, MO 63120-1798	1	Microfiche
Commander (DPSC-FST) Defense Personnel Support Center 2800 South 20th Street Philadelphia, PA 19101-8419	1	Microfiche
Commander (DGSC-QP) Defense General Supply Center Richmond, VA 23297-5000	1	Microfiche
Commanding General (ACLS LOG) Marine Corps Base Camp Pendleton, CA 92055-5000	1	Microfiche
Officer-in-Charge Marine Corps Administrative Detachment U.S. Army Ordnance Center and School Aberdeen Proving Ground, MD 21005-5000	1	Microfiche

ON BASE

Integrated Logistics Support Directorate (Code 82)	1	Line Print Out
Mobile Equipment/Ordnance Division (Code 830)		
Management Branch (Code 831)	2	Line Print Out
Ordnance Branch (Code 833)	1	Microfiche
Tracked Vehicle Branch (Code 834)	1	Microfiche
Automotive Branch (Code 835)	1	Microfiche
Engineer Branch (Code 837)	1	Microfiche
Clothing and General Property Branch (Code 838)	1	Microfiche
Communication-Electronic/Missile Division (Code 840)	2	Line Print Out
Management Branch (Code 841)	1	Microfiche
Air Control Branch (Code 843)	1	Microfiche
Radar Branch (Code 844)	1	Microfiche
Missile Branch (Code 845)	1	Microfiche

ENCLOSURE (4)

(9) Provide information copies of final closeouts of PQDR's to appropriate Marine Corps organizations, other services, and supporting or supported activities as appropriate.

(10) Manage the MCQDIS as set forth in reference (a) and enclosure (3).

(11) Submit Data Processing Service Work Request(s) per reference (d) for upgrade of MCQDIS.

(12) Manage PQDR's on Foreign Military Sales to include:

(a) Evaluation and coordination.

(b) Preparation of replies.

(c) Initiation of corrective actions.

(d) Processing reports to meet suspense dates.

(e) Providing copies of all actions taken to the EDLO (Code 195).

d. Director, Materiel Division (Code 870), MCLB, Albany; S&DD

(1) Report product quality deficiencies and support the PQDR Program as required by references (a), (b), (e), and other local procedures.

(2) Notify the EDLO (Code 808) and Repair Division (Code 880) immediately when Category I deficiencies are found.

(3) Tag and hold defective materiel, as exhibits, for possible use in an investigation into the cause of the deficiency pending receipt of disposition instructions from the screening point.

(4) Perform necessary action to ship deficient items for evaluation, repair, or replacement when such action is requested in writing by the screening point and coordinated with the ILSD (Codes 830/840).

(5) Investigate complaints received on PQDR's pertaining to product quality when such PQDR's are received in writing from the EDLO (Code 808) or from the ILSD (Codes 830/840).

(6) Perform stock inspections on materiel, equipment, and supplies procured by Contracts Directorate (Code 90) and other agencies as requested by the screening point.

(7) Coordinate the processing of warranty items in reference (f) via Repair Division (Code 880) and the EDLO (Code 808).

Officer-in-Charge FSMAO-2 Marine Corps Base Camp Pendleton, CA 92055-5000	2	Microfiche
Commanding General (MMO) First FSSG, FMFPac Camp Pendleton, CA 92055-5700	2	Microfiche
Commanding Officer (CMU) MCTSSA Marine Corps Base Camp Pendleton, CA 92055-5080	7	Microfiche
Commanding General (CEO) First Marine Division, FMFPac Camp Pendleton, CA 92055-5500	1	Microfiche
Commanding General (G4/MMO) First Marine Division, FMFPac Camp Pendleton, CA 92055-5500	70	Microfiche
Commanding Officer (MOS) 1st Maintenance Battalion First FSSG, FMFPac Camp Pendleton, CA 92055-5704	1	Microfiche
Director (MMO) Assault Amphibious Vehicle School Schools Battalion Marine Corps Base Camp Pendleton, CA 92055-5030	1	Microfiche
Commanding General (G4/MMO) Marine Corps Air/Ground Combat Training Center Twentynine Palms, CA 92278-5000	20	Microfiche
Commanding Officer (MMO) 3d Light Armored Infantry Bn 7th Marine Expeditionary Brigade Twentynine Palms, CA 92278-5526	1	Microfiche
Commanding Officer (MMO) Marine Corps Communications/ Electronics School Marine Corps Air/Ground Combat Center Twentynine Palms, CA 92278-5020	1	Microfiche

ENCLOSURE (4)

(6) Provide information copies of all correspondence relating to PQDR's to the EDLO (Code 808).

(7) Make available to the EDLO (Code 808) any records necessary for completion of a PQDR investigation.

(8) Provide shipping instructions to Materiel Divisions (Codes 870/B800) for return of deficient items on PQDR's to ensure inventory and accountability control of assets.

(9) Utilize MCQDIS data for identification of problems and recurring deficiencies on materiel, equipment, and supplies managed by the ILSD (Codes 830/840).

(10) Request trend analyses from the EDLO (Code 808) on problem items by National Stock Number (NSN), when required.

g. Director, Technical Support Division (Code 850); ILSD

(1) Become the action point upon assignment of action on PQDR's by the EDLO (Code 808).

(2) Ensure that all action point requirements in reference (a) have been accomplished.

(3) Initiate action for the preparation of MI's, TI's, and LI's resulting from PQDR's.

(4) Review all warranty disputes submitted on PQDR's.

(5) Provide information copies of all correspondence relating to PQDR's to the EDLO (Code 808).

(6) Make available to the EDLO (Code 808) any records necessary for completion of PQDR investigation.

(7) Utilize enclosure (2) when appropriate.

(8) Take follow-up action and provide technical support upon request of the EDLO (Code 808).

h. Principal Director, Contracts Directorate (Code 90)

(1) Initiate action on PQDR's that have been screened when resolutions of the discrepancies are determined to be the responsibility of the Contracting Officer.

(2) Coordinate action with the contractor to correct product deficiencies on ongoing and completed contracts.

(3) Provide assistance in resolving PQDR's on materiel received within the Marine Corps from other government agencies upon request.

Commanding General (G4/MMO) 2nd Marine Division, FMFLant Camp Lejeune, NC 28542-8500	12	Microfiche
Commanding General (ORDO) 2nd Marine Division, FMFLant Camp Lejeune, NC 28542-8500	1	Microfiche
Commanding General (CEO) 2nd Marine Division, FMFLant Camp Lejeune, NC 28542-8500	1	Microfiche
Commanding General (G4/MMO) 2nd Marine Division, FMFLant Camp Lejeune, NC 28542-8500	1	Microfiche
Commanding Officer (S4/MMO) 10th Marine Regiment 2nd Marine Division, FMFLant Camp Lejeune, NC 28542-8598	1	Microfiche
Commanding General (MMO) 2nd FSSG, FMFLant Camp Lejeune, NC 28542-8700	3	Microfiche
Commanding Officer (MOS) 2nd Maintenance Battalion 2nd FSSG, FMFLant Camp Lejeune, NC 28542-8720	1	Microfiche
Commanding Officer Motor Transport School Company MCSES, Marine Corps Base Camp Lejeune, NC 28542-8724	1	Microfiche
Commanding Officer (MMO) Second Landing Support Battalion 2nd FSSG, FMFLant Camp Lejeune, NC 28542-5705	1	Microfiche
Maintenance Management Officer MACS-5 Marine Corps Air Base Beaufort, SC 29904-5000	1	Microfiche
Commanding General (G4/MMO) Marine Corps Recruit Depot Parris Island, SC 29905-5000	1	Microfiche

ENCLOSURE (4)

(5) Evaluate and analyze selected items of supply when requested by the ILSD (Code 850). Funds for this assistance will be provided by the ILSD (Code 850).

(6) Perform necessary action to ship deficient items for evaluation, repair, or replacement when such action is requested in writing via the QA Office (B160) by the screening point and coordinated with the ILSD (Codes 830/840).

(7) Investigate complaints received on PQDR's pertaining to product quality when such PQDR's are received in writing from the QA Office (B160).

(8) Coordinate the processing of warranty items in reference (f) via Materiel Division (B800) and the QA Office (B160).

k. Principal Director, Information Resources Management Directorate (Code 70). Process the MCQDIS upon the receipt of an appropriate Data Processing Service Work Request per reference (d) or automatically as agreed to by the EDLO (Code 808) and the IRMD (Code 70). The IRMD will be guided by reference (h) in the maintenance and modification of the MCQDIS.

1. Quality Assurance Office (B160)

(1) Serve as the focal point for all PQDR's forwarded to MCLB, Barstow.

(2) Coordinate with the screening point on issues and activities relating to the PQDR Program.

(3) Serve as the action activity to investigate and resolve PQDR's received against materiel, equipment, and supplies received, stored, repaired, rebuilt, modified, fabricated, or issued by MCLB, Barstow.

(4) Take action to investigate and resolve PQDR's received against materiel, equipment, and supplies procured by Contracts Directorate (Code 90).

(5) Take action to perform stock inspections on materiel, equipment, and supplies procured by Contracts Directorate (Code 90) and other agencies as requested by the screening point.

(6) Evaluate the MCQDIS deficiency report data and direct management action toward resolution of recurring problems or adverse trends.

(7) Evaluate the finalized PQDR and take appropriate action to preclude recurrence of the deficiency.

(8) Determine what shall be considered a closing action to the screening point using the criteria in reference (a).

29 Nov 89

MONTHLY DISTRIBUTION OF THE MCQDIS REPORT

OFF BASE

<u>ORGANIZATION</u>	<u>COPIES</u>	<u>TYPE</u>
Commander (AMSEL-PA-MA-D) U.S. Army Communications/ Electronics Command Fort Monmouth, NJ 07703-5023	1	Microfiche
Commander (DISC-QP) Defense Industrial Supply Center 700 Robbins Avenue Philadelphia, PA 19111-5096	1	Microfiche
Commanding General (PS) Marine Corps Research, Development and Acquisition Command Washington, DC 20380-0001	4	Microfiche
Commanding General (PSE) Marine Corps Research, Development and Acquisition Command Washington, DC 20380-0001	1	Microfiche
Commanding General (C172) Marine Corps Combat Development Command Quantico, VA 22134-5001	1	Microfiche
Commander (S4) Marine Corps Schools Marine Corps Combat Development Command Quantico, VA 22134-5001	3	Microfiche
Commanding General (D16) Marine Corps Combat Development Command Attn: Development Projects Officer AAVP7A1 Quantico, VA 22134-5080	1	Microfiche
Commanding General (G4) FMFLant Norfolk, VA 23515-5000	1	Microfiche
Commander (AMSTA-QRD) U.S. Army Tank/Automotive Command Warren, MI 48397-5000	1	Microfiche

ENCLOSURE (4)

DEFINITIONS

1. Action Point. Focal point(s) identified within each service/agency, command, or contractor which is responsible for resolution of a reported product quality deficiency, including necessary collaboration with support points.
2. Category I Deficiency. A product quality deficiency which may cause death, injury, or severe occupational illness; would cause loss of or major damage to a weapon system; directly restricts the combat readiness capabilities of the using organization; or which would result in a production line stoppage.
3. Category II Deficiency. A product quality deficiency which does not meet the criteria set forth for Category I.
4. Exhibit. The item reported as being deficient, or a sample item representing the reported deficient condition, which can be analyzed to determine the possible cause of the defect.
5. Marine Corps Quality Deficiency Information System (MCQDIS). A Marine Corps automated Class I system that provides for accountability and detailed management of deficiency information reported on Marine Corps equipment under the PQDR Program per the guidance provided in MCO 4855.10. The system also provides for an independent quality assessment of the overall program status.
6. Originating Point. The unit reporting the deficiency.
7. Originator. The civilian or military person who becomes aware of a defect in materiel and reports it to the originating point.
8. Product Quality Deficiency. A defect or nonconforming condition which limits or prohibits the product from fulfilling its intended purpose. Included are deficiencies in design, specifications, materiel, manufacturing, and workmanship.
9. Product Quality Deficiency Report (PQDR). The mechanism used in reporting the broad areas of product quality deficient data, as defined in paragraph 8h preceding, within the Marine Corps and across participating component lines.
10. Screening Point. The Marine Corps central point responsible for processing the original entry input to the MCQDIS whose responsibilities shall be independent and separate from the responsibilities performed by the action point. The screening point also reviews PQDR's for proper category, validity, correctness, and complete information.

ENCLOSURE (1)

MARINE CORPS QUALITY DEFICIENCY INFORMATION SYSTEM (MCQDIS)

1. The MCQDIS is an automated Class I system that provides for accountability and detailed management of deficiency information reported on Marine Corps equipment under the PQDR Program per the guidance provided in MCO 4855.10. The EDLO (Code 808) is the Functional Manager of the MCQDIS.
2. A uniform system to support the management of deficiencies of principal end items is considered an essential function of the MCQDIS for the purpose of determining FMF readiness.
3. The MCQDIS is managed by the EDLO (Code 808).
4. The MCQDIS objectives are as follows:
 - a. To improve the effectiveness of the PQDR Program through more efficient and timely support of materiel deficiency reporting with automated logistics management methods.
 - b. To provide for improved management capabilities by enhancing the timeliness, accuracy, reliability, and general utility of materiel deficiency data with associated supporting Automatic Data Processing (ADP) procedures.
 - c. To provide for ADP support of the MCQDIS in its interface with other systems.
 - d. To reduce the overall cost of future logistics management system design, development, and operation.
 - e. To standardize materiel deficiency management data and automated reports in support of the PQDR Program.
 - f. To reduce manual data processing preparation effort by employing source data automation methods.
 - g. To provide retrieval language of selected failure data in required time frames.
 - h. To provide for expansion and flexibility through file redesign and modification.
 - i. To provide computer output microform reports as a more cost-effective means of producing large volume, widely distributed reports, as required.

ENCLOSURE (3)

QUALITY DEFICIENCY ACTION REQUEST

QUALITY DEFICIENCY ACTION REQUEST
MC-AIB-4855/2 (Rev. 6-84)

TO: Executive Director for Logistics Operations (Code 808-1)	FROM: Director, Technical Support Division (Code 853)
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ENCLOSURES: (1) Copy of Standard Form 368, M38010-84-015
(2) Copy of Subsystem 03 Printout
(3)

ACTION REQUIRED

<input checked="" type="checkbox"/>	SCREENING OF STOCK
<input checked="" type="checkbox"/>	ACTION REQUIRED BY 9 July 1989, Mr. Brown, extension 5200

REMARKS: Request that stock be screened at Albany, GA, and Barstow, CA, under NSN 2520-01-146-4542. The screening is to locate Contract M67004-82-C-0186 items on enclosures (1) and (2) and to determine quantity on hand to be placed in C/C "J" pending resolution of subject QDR. If defective stock is located, submit a PQDR.

Signature: S. BARBER By direction	Date 18 Jun 89	Telephone 5202
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TO:	FROM:
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REMARKS:

Signature:	Date	Telephone
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TO:	FROM:
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REMARKS:

Signature:	Date	Telephone
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ENCLOSURE (2)